Government Travel Charge Card Program

GSA Conference 2009

Phoenix, AZ

Headquarters, U.S. Marine Corps
Programs & Resources Department
Fiscal Division
Finance Branch

Component Program Managers

- Mr. David G. Fuqua
- MGySgt Jorge L. Mercado
- MSgt Timothy M. Lynch

References

- **DoDFMR Vol. 9 Ch. 3 March 2005**
- **MCO 4600.40A**
- **OMB Circular A-123 App. B Revised**
- **GSA SmartPay 2 Master Contract**
- **JFTR/JTR**

Agenda

- GTCCP Overview
- HQMC (RFF) role within the GTCCP
- Program Management
- Delinquency Management
- Marine Corps Order
- The Road Ahead
- Summary

GTCC Overview

- **Public Law 105-264**
  - The Travel and Transportation Reform Act of 1998
- **Provides a Cost Savings to the Marine Corps**
  - Frees up Warfighters!
  - Reduces the per transaction fee assessed by DFAS
- **Is Safe, Effective, Convenient and Commercially Available**
  - No travel advance necessary
  - No need to carry large amounts of cash
  - Accepted worldwide
  - 24 hr customer support from Citi
- **Commander's Program**
  - Agency Program Coordinator (APC)
  - Increases command readiness
  - Reduces administrative workload

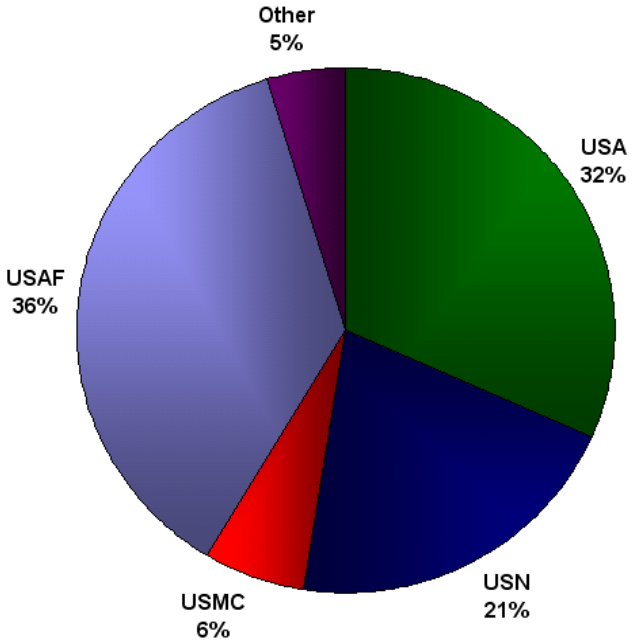
P&R (RFF) Role

- **Overall management of the GTCCP**
  - Provide training
  - Monitor for misuse/abuse
  - Assist the Inspector General
  - Metric reporting
- **Provide program updates to DC P&R**
  - LtGen. Duane D. Thiessen
  - SES Charles E. Cook III
- **Provide Policy and Guidance to Marine Corps**
  - MCO
  - MARADMIN
- **Serve as direct liaison with major commands and providers**
  - Citi
  - Visa

Program Management

Total DoD IBA

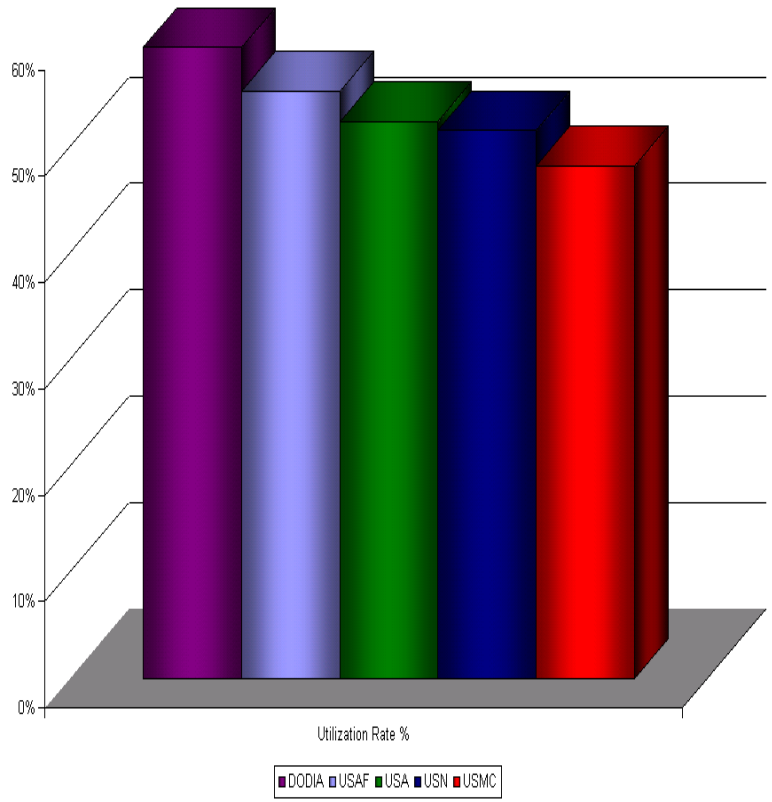
Component	IBA Count	Percent
USN	267,889	21%
USMC	81,083	6%
USA	409,538	32%
USAF	475,523	36%
DODIA	61,461	5%
Total	1,295,494	100%



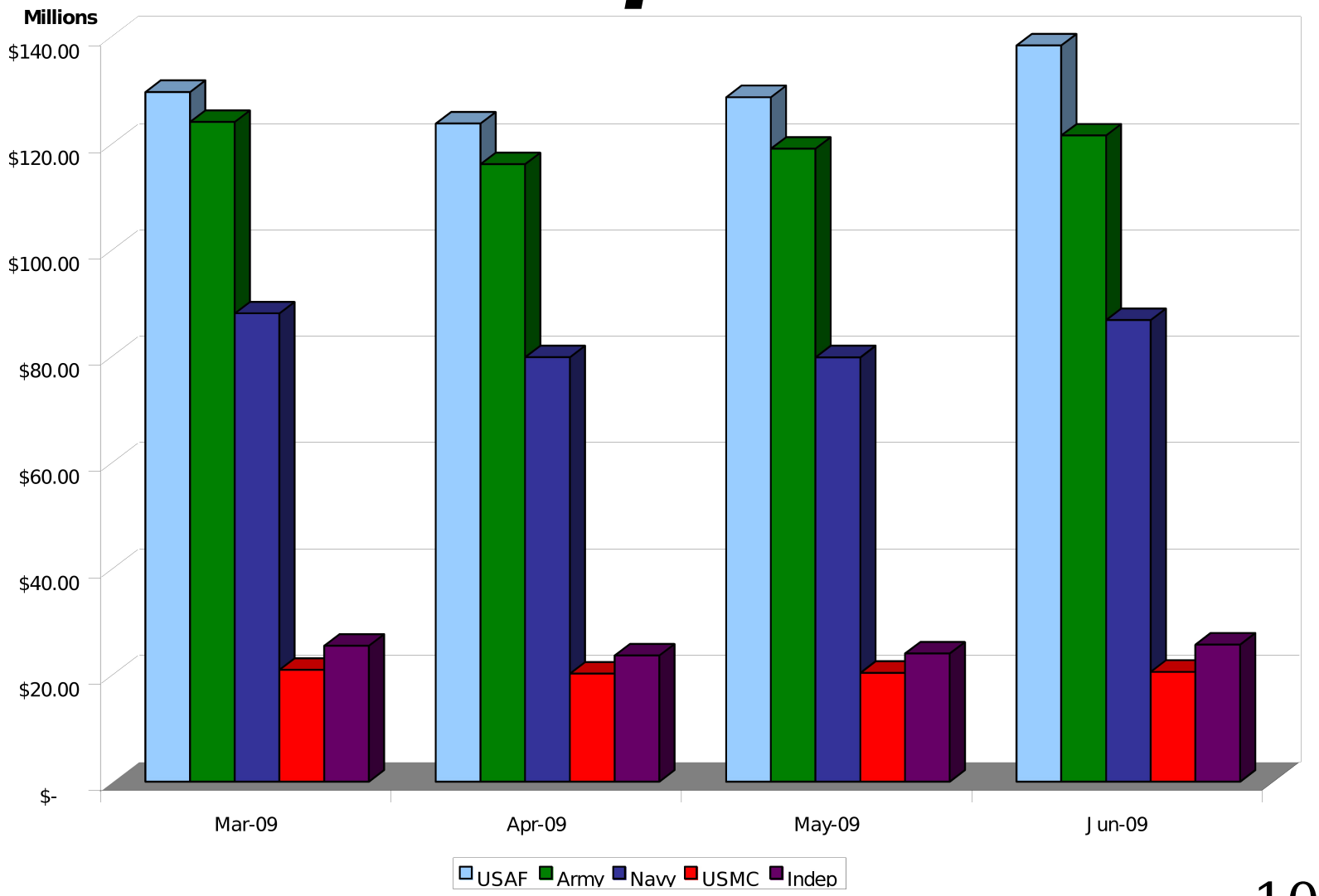
Utilization Rate Percent by Component FYTD – NOV 30 – JUN 30

Utilization Rate – Percent of Open Accounts that have had at least one posted transaction within the reporting period

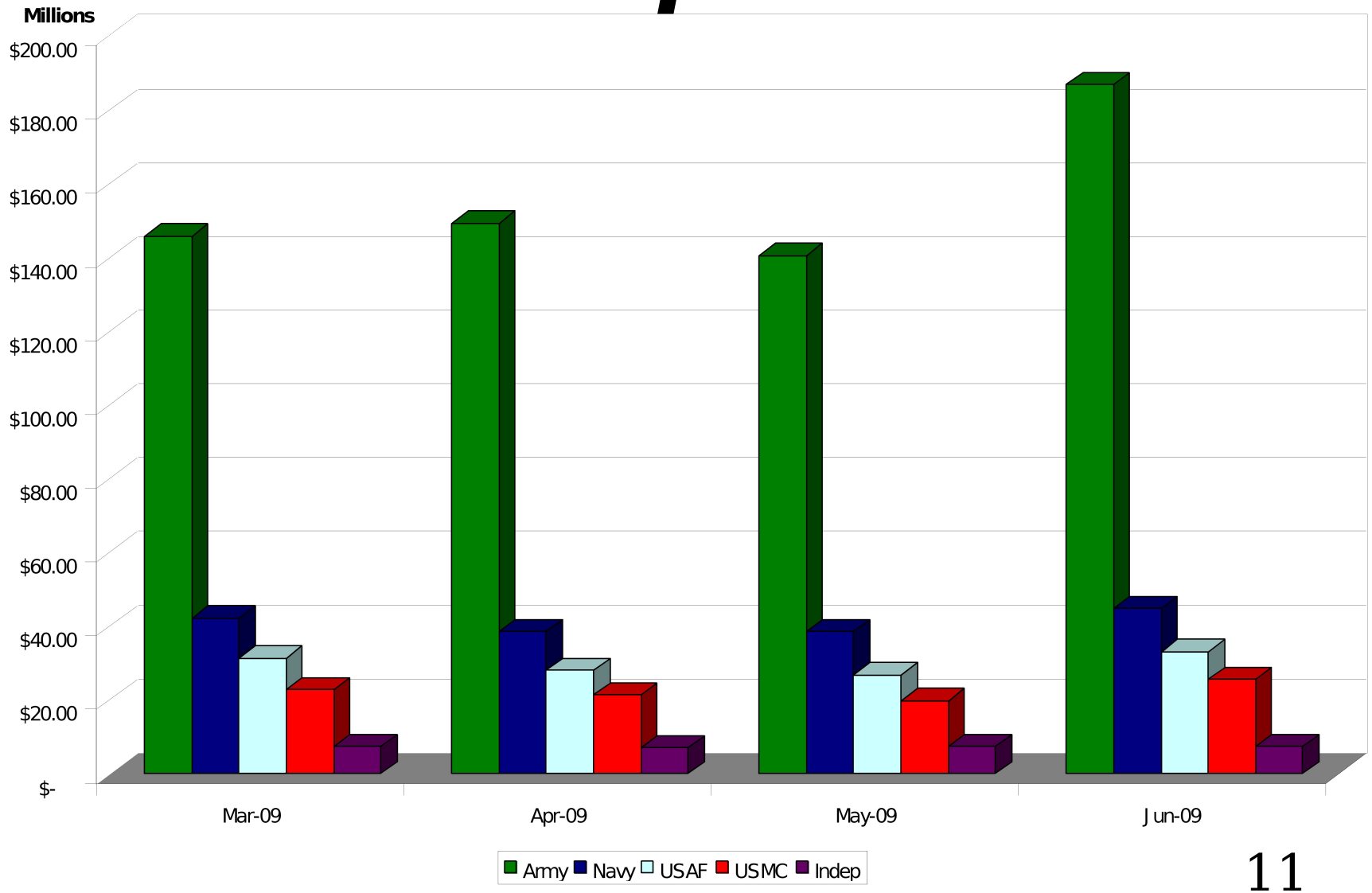
Component	Open Accounts	Active Accounts	Utilization Rate %
USAF	475,523	262,594	55%
USA	409,538	214,357	52%
USN	269,889	139,036	52%
USMC	81,083	39,033	48%
DODIA	61,461	36,455	59%
Total	**1,297,494**	**691,475**	**53%**



DoD IBA Monthly Spend

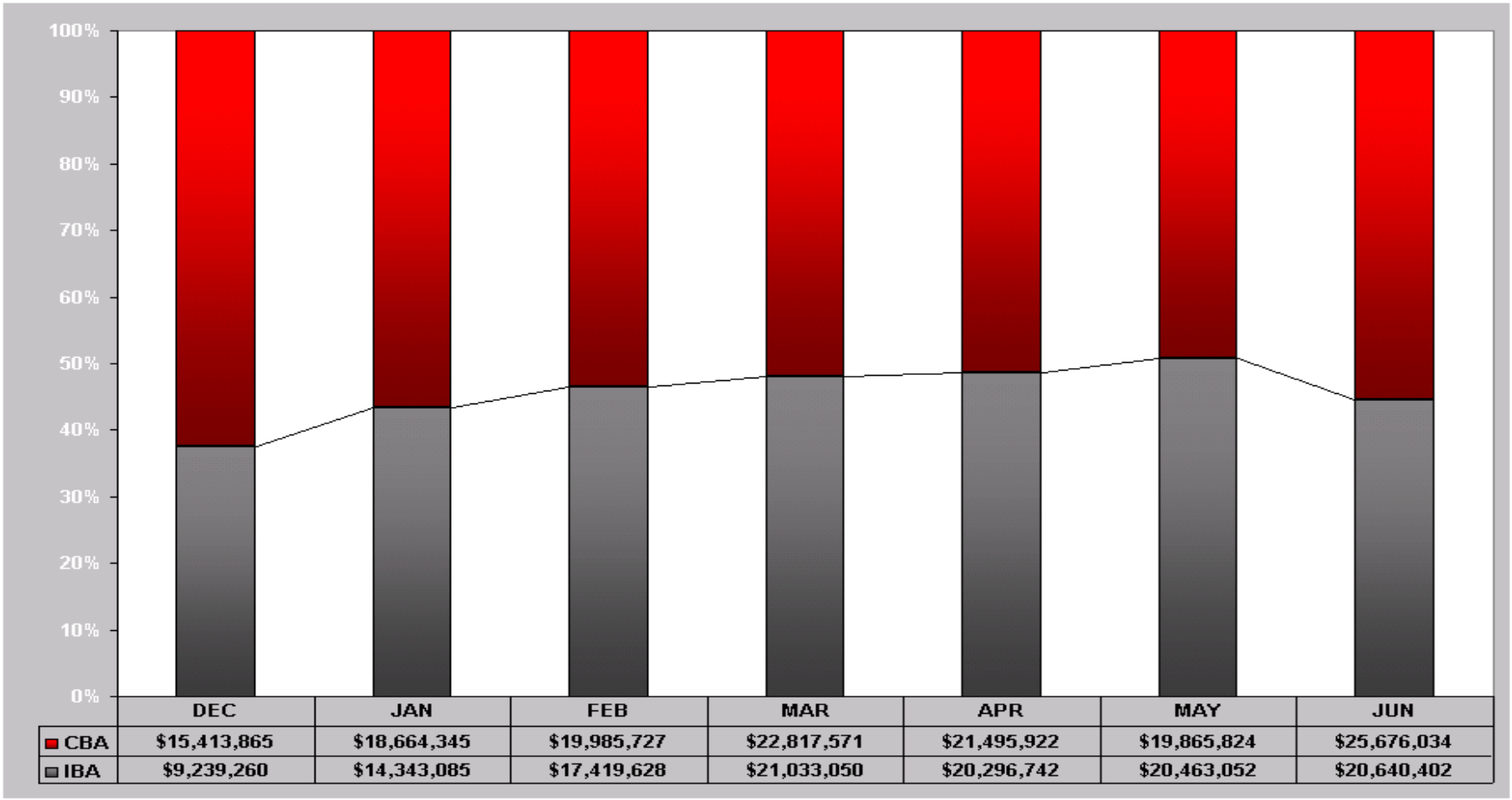


DoD CBA Monthly Spend



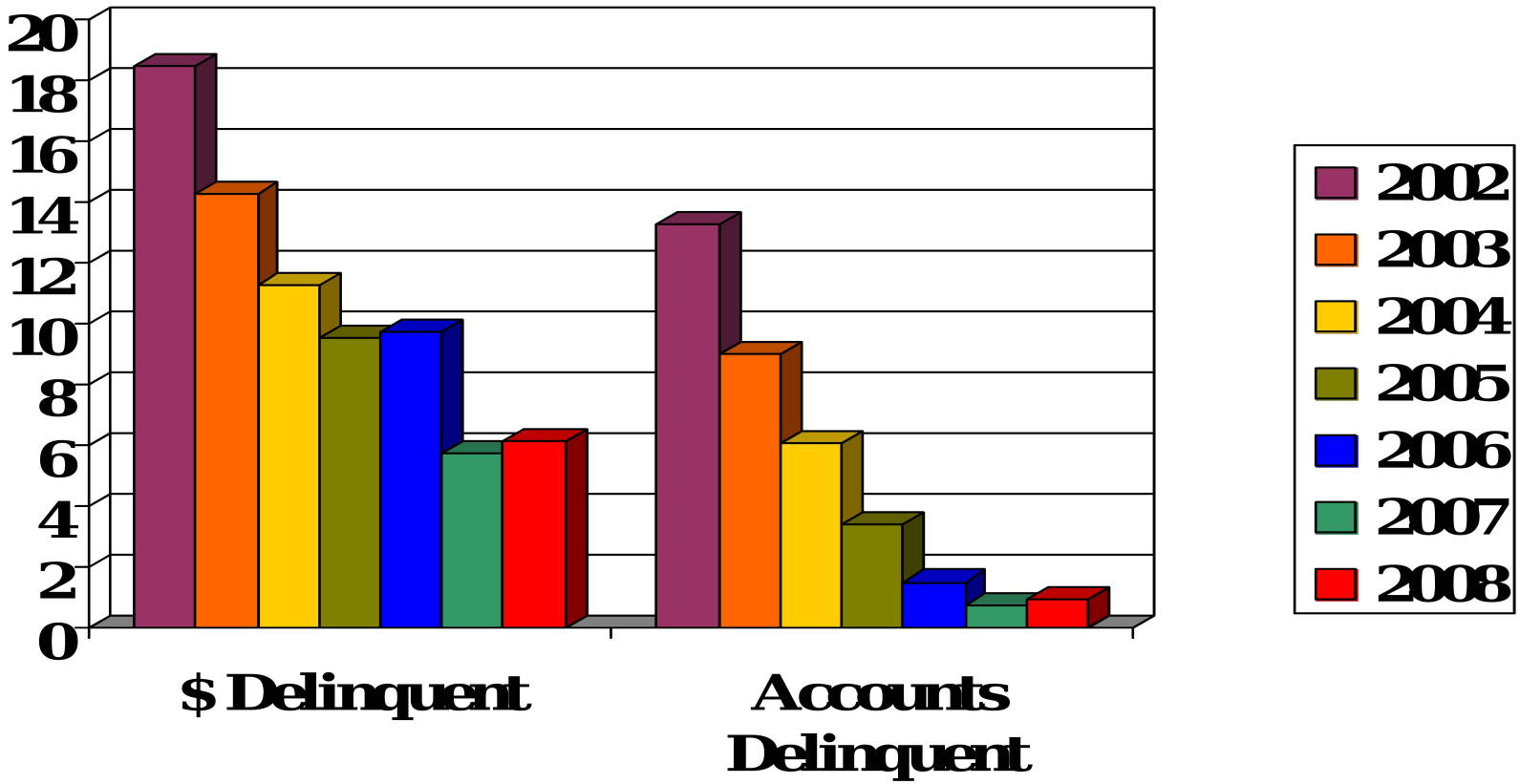
Marines FYTD Spend by Program/Month

Total Marines Spend FYTD - $267,354,506



	DEC	JAN	FEB	MAR	APR	MAY	JUN
CBA	$15,413,865	$18,664,345	$19,985,727	$22,817,571	$21,495,922	$19,865,824	$25,676,034
IBA	$9,239,260	$14,343,085	$17,419,628	$21,033,050	$20,296,742	$20,463,052	$20,640,402

GTCCP Marine Corps Historical Data

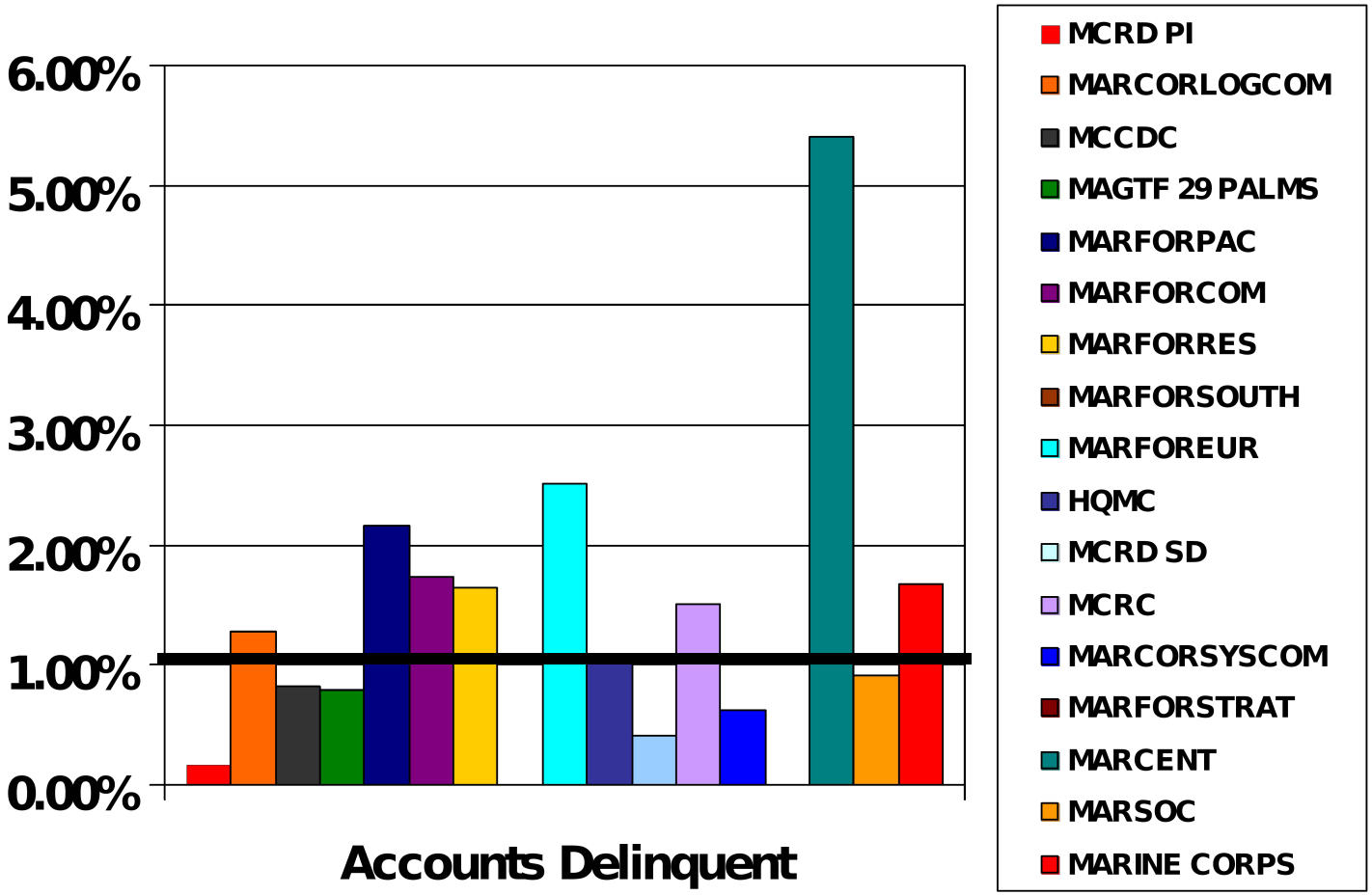


Delinquencies by Major Command

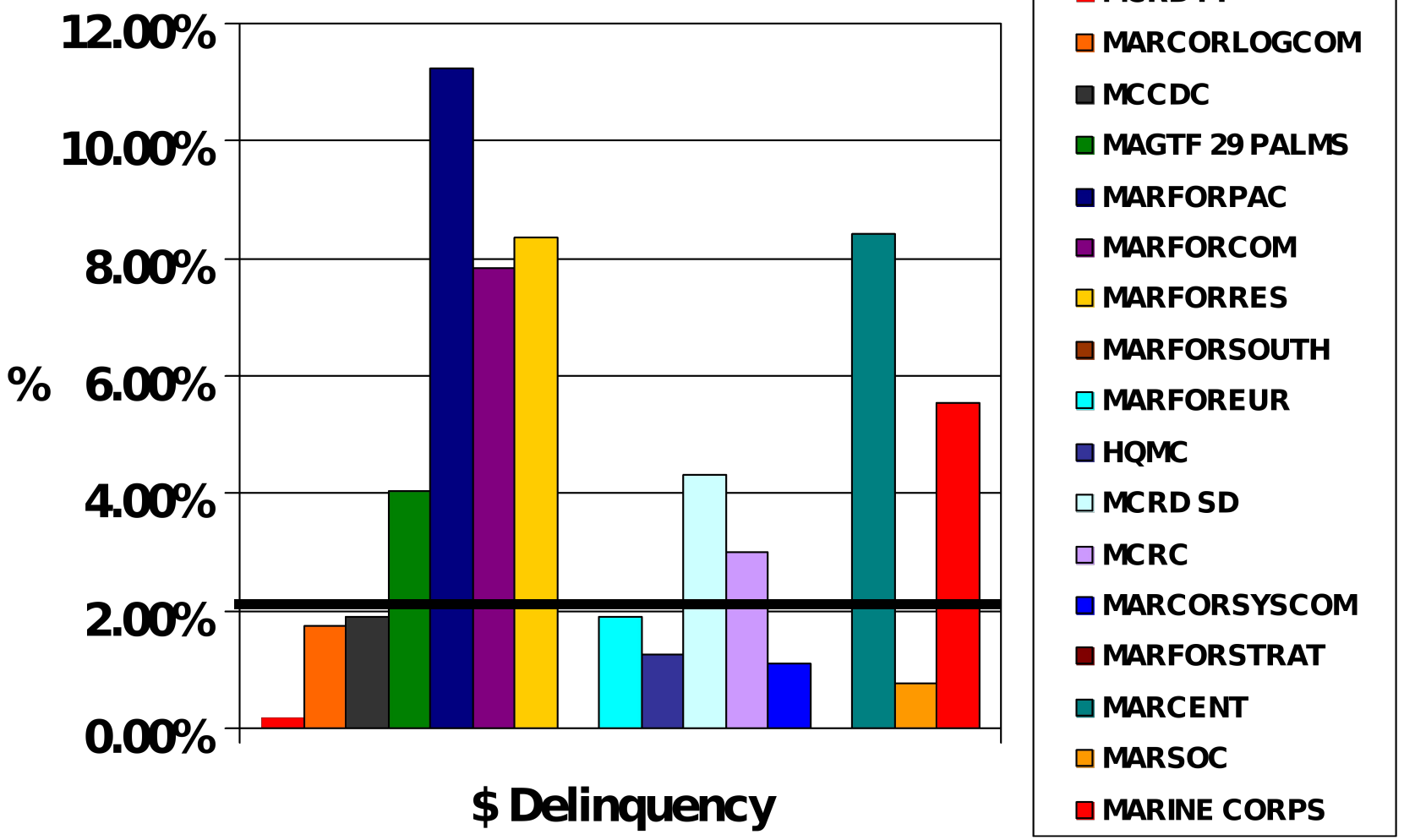
AGING ANALYSIS - July 6th Cycle Date						
Command	Total Outstanding Dollars	Total Dollars Dlinquent	Dollars Delinquent %	Total Accts	Accts Delinquent	Accts Delinquent %
MARFORSOUTH	$67,326	$0	0.00%	62	0	0.00%
MARFORSTRATCOM	$5,318	$0	0.00%	10	0	0.00%
MCRD PI	$132,041	$184	0.17%	1,268	2	0.16%
MCRD SD	$114,592	$3,954	4.31%	487	2	0.41%
MARFOREUROPE	$280,050	$4,238	1.89%	238	6	2.52%
MCAGCC 29 PALMS	$261,660	$9,540	4.04%	1,266	10	0.79%
MARCORSYSCOM	$885,374	$8,990	1.11%	1,600	10	0.63%
MARSOC	$732,592	$4,431	0.76%	1,846	17	0.92%
MARCORLOGCOM	$584,316	$9,195	1.73%	1,411	18	1.28%
MARCENT	$522,552	$38,754	8.42%	592	32	5.41%
HQMC	$1,478,873	$16,220	1.26%	3,776	40	1.06%
MCCDC	$1,792,917	$29,043	1.91%	6,062	50	0.82%
MCRC	$839,739	$24,519	2.99%	4,442	67	1.51%
MARFORRES	$3,137,584	$218,811	8.37%	13,567	222	1.64%
MARFORCOM	$2,764,637	$183,870	7.84%	18,357	318	1.73%
MARFORPAC	$5,375,477	$499,568	11.25%	26,276	571	2.17%
Totals:	$18,975,048	$1,051,317	5.54%	81,260	1,365	1.68%

COMPLIANT
NON-COMPLIANT
Dollars Goal is 2%
Accounts Goal is 1%

Accounts Delinquent by Command –June



Dollars Delinquent by Command – Jun



Mission Critical

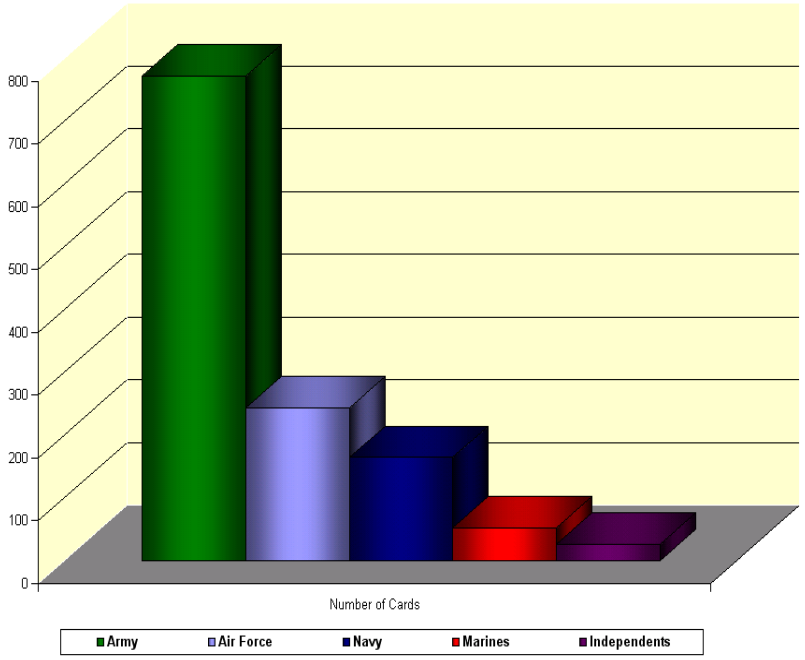
***DoD Mission Critical total – 4,804**

(As of 6 JUL 2009)

Component	Count	Percent DoD Total
Navy	243	5%
Marines	81	2%

Salary Offset

HL 2	Number of Cards	Current Balance
Navy	164	$197,321
Marines	52	$93,891



Marine Corps Order

Marine Corps Order

- 1. Mandatory Charges. Unless otherwise exempted, commercial transportation, lodging, and rental car expenses will be charged to the IBA unless the Card is not accepted by the merchant.

Marine Corps Order

- 5. Commercial Air Transportation. Commercial transportation will be purchased through a CTO using an individually billed account (IBA) unless otherwise exempted.

Marine Corps Order

- (a) Application Process. There are two methods available for submitting an application, paper or electronically using thee contractor's EAS. The APC initiates both types of applications and submits them to the contractor. See enclosure (3) for details.

- (b) Impact on Credit Reports/Scores. When a member submits to a credit record check incident to a charge card application there is no impact to the credit report/score. The contractor utilizes a "soft pull" or promotional inquiry. This type of inquiry is not seen by anyone but the individual and does not affect the credit score. The only time the GTCC impacts a cardholder's credit score is if the account goes delinquent for 210 days or more.

Marine Corps Order

- (10) Credit Bureau Reporting. The contractor reserves the right to report adverse credit information to national credit bureaus on accounts that exceed 210 days past due. At no time prior to 210 days will a contractor report any information to the credit bureaus. Adverse credit reporting on severely delinquent cardholders can have a long lasting negative effect on the cardholder's ability to obtain personal credit

Marine Corps Order

- (9) Card Misuse/Abuse.
- (a) Misuse. Misuse of the GTCC, as defined in enclosure (1), is strictly prohibited. Military members who misuse the GTCC are subject to the full range of criminal and administrative sanctions. Civilian employees who misuse the GTCC are subject to administrative or disciplinary action in accordance with the laws and regulations governing civilian employment. Examples of misuse include, but are not limited to:
- 1. Failure to pay charges in a timely manner. Bills are due upon receipt and must be paid in full prior to the due date on the billing statement. Cardholders are not authorized to carry a balance forward.
- 2. Charging expenses for personal, family or household purposes;
- 3. Executing cash withdrawals from ATMs or banks when not related to official travel requirements;

Marine Corps Order

- Individual Cardholders will:
  - (1) Comply with this Order to ensure proper use of the GTCC;
  - (2) Complete all required training;
  - (3) Pay balance in full by the statement due date;
  - (4) Immediately notify the contractor in the case of a lost or stolen card, and to dispute any charges; and
  - (5) Notify the APC or the contractor of any address changes;

Required Reporting

- 1. Account Listing
- 2. Account Activity Text File
- 3. Pre-Suspension Detail
- 4. Suspension Detail
- 5. Account Renewal
- 6. Delinquency - Hierarchy

Reporting Delinquency

- **Assistant Commandant of the Marine Corps**
  - via DC P&R
    - General Officers via P4
- **SgtMaj of the Marine Corps**
  - I MEF, II MEF, III MEF, and MARFORRES
- **Policies that are being considered are:**
  - Commands that fail to meet the DoD/Marine Corps Goals will be required to report to HQMC-RFF on their delinquency
  - Commands that fail to meet the DoD/Marine Corps Goals for three consecutive months, may receive a training visit from HQMC-RFF

Causes of Delinquency

- Overspending
  - Withdraw more cash than allowed
- Not properly utilizing Split Disbursement
  - Need to adjust DTS Payment Total
- Misuse/Abuse
  - Utilizing card for personal use
- Late submission of travel claim

Overspending

* An asterisk indicates a required field.
\+ A plus sign indicates at least one of these fields should have valid search criteria entered.

+ Account Number:		+ Last Name:	
* (MM/DD/YYYY) Date:	04/01/2009	* (MM/DD/YYYY) Date To:	07/22/2009
+ Merchant:	*casino*	+SSN:	
+ CUID:			
Amount:		Amount To:	
Transaction Code:		Disputed:	☐

search

RESULTS

account number	date	name	merchant	amount	tran code	CUID
xxxxxx	07/20/2009		OCEANS 11 CASINO	$ 103.00	0105	1109854756
xxxxxx	07/09/2009		GCA AVI CASINO	$ 42.50	0105	1108228975
xxxxxx	07/09/2009		GCA AVI CASINO	$ 52.50	0105	1108228974
xxxxxx	07/09/2009		GCA AVI CASINO	$ 42.50	0105	1108228976
xxxxxx	07/08/2009		GCA AVI CASINO	$ 82.50	0105	1108228973
xxxxxx	07/04/2009		PALA CASINO RESO	$ 104.00	0105	1107884065
xxxxxx	07/04/2009		PALA CASINO RESO	$ 204.00	0105	1107884067
xxxxxx	07/04/2009		PALA CASINO RESO	$ 104.00	0105	1107884066
xxxxxx	07/02/2009		PALA CASINO RESO	$ 124.00	0105	1107688054
xxxxxx	06/26/2009		GCA AVI CASINO	$ 62.50	0105	1107111305
xxxxxx	06/26/2009		GCA AVI CASINO	$ 42.50	0105	1107111306
xxxxxx	06/26/2009		GCA AVI CASINO	$ 102.50	0105	1106814533
xxxxxx	06/26/2009		GCA AVI CASINO	$ 102.50	0105	1106814531
xxxxxx	06/25/2009		GCA AVI CASINO	$ 62.50	0105	1106814535
xxxxxx	06/25/2009		GCA AVI CASINO	$ 82.50	0105	1106814532
xxxxxx	06/25/2009		GCA AVI CASINO	$ 42.50	0105	1106814530
xxxxxx	06/25/2009		GCA AVI CASINO	$ 402.50	0105	1106814534
xxxxxx	06/25/2009		GCA AVI CASINO	$ 142.50	0105	1106631988
xxxxxx	06/20/2009		PALA CASINO RESO	$ 104.00	0105	1106151440
xxxxxx	06/20/2009		PALA CASINO RESO	$ 104.00	0105	1106151441
xxxxxx	06/19/2009		GCA CASINO P	$ 203.50	0105	1106135338
xxxxxx	06/19/2009		GCA CASINO P	$ 203.50	0105	1106135339
xxxxxx	06/15/2009		GRAND CASINO	$ 62.00	0105	1105112685
xxxxxx	06/14/2009		GRAND CASINO	$ 62.00	0105	1105136142
xxxxxx	06/11/2009		DEPOT CASINO	$ 102.00	0105	1104599574

Split Disbursement

- **MANDATORY for all military personnel and civilian employees! Under Secretary of Defense Office and Assistant Secretary of the Navy Financial Management & Comptroller memo (ASN-FM&C)**
  - **MILPERS as of April 23, 2003**
  - **CIVPERS as of August 10, 2004**

- **Purpose:**
  - **Prevent card suspension**
  - **Keep members mission ready**
  - **Prevent bad checks**
  - **Help meet 2% and 1% delinquency goals**
  - **Split Disbursement Goal: 90%**

Split Disbursement

DoD Financial Management Regulation **Volume 9, Chapter 3**

★ March 2005

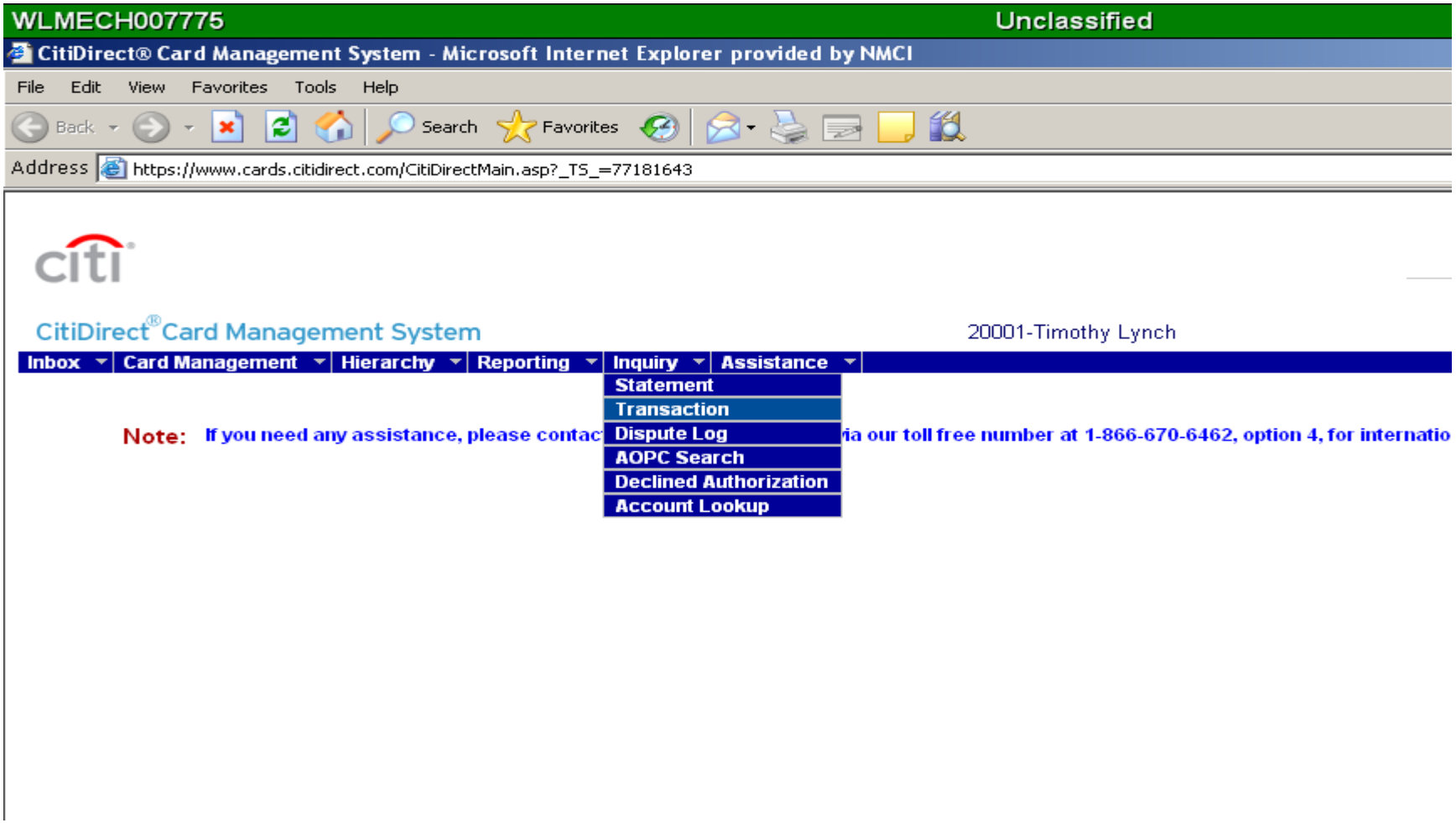
★ 030608. Split Disbursement. To assist the traveler in fulfilling his or her payment responsibility, Block 1 of the DD Form 1351-2 ("Travel Voucher or Subvoucher") has been modified to permit reimbursement for travel card charges to the travel charge card contractor with the remainder of any entitlement to be sent to the traveler. This process is referred to as split disbursement. All military personnel and any civilian personnel not represented by a local bargaining unit or where bargaining has been completed with the local bargaining unit are required to split disburse the total outstanding charges against the travel charge card. For civilian personnel in organizations or activities where bargaining has not been completed on mandatory split disbursement, if no selection is made in Block 1 on the DD Form 1351-2 (method of payment), the total of the transportation and lodging charges claimed on the travel voucher will be split disbursed by default.

NOTE: Travelers are responsible for ensuring the total of their outstanding charges is annotated in Block 1 of the DD Form 1351-2 for split disbursement. Approving officials are responsible for ensuring that split disbursement is properly designated for the outstanding charges and shall return any vouchers that do not comply to the traveler for correction. Commanders and supervisors should match their delinquent accounts against prior travel vouchers claimed and take appropriate action to address split disbursement utilization or misuse.

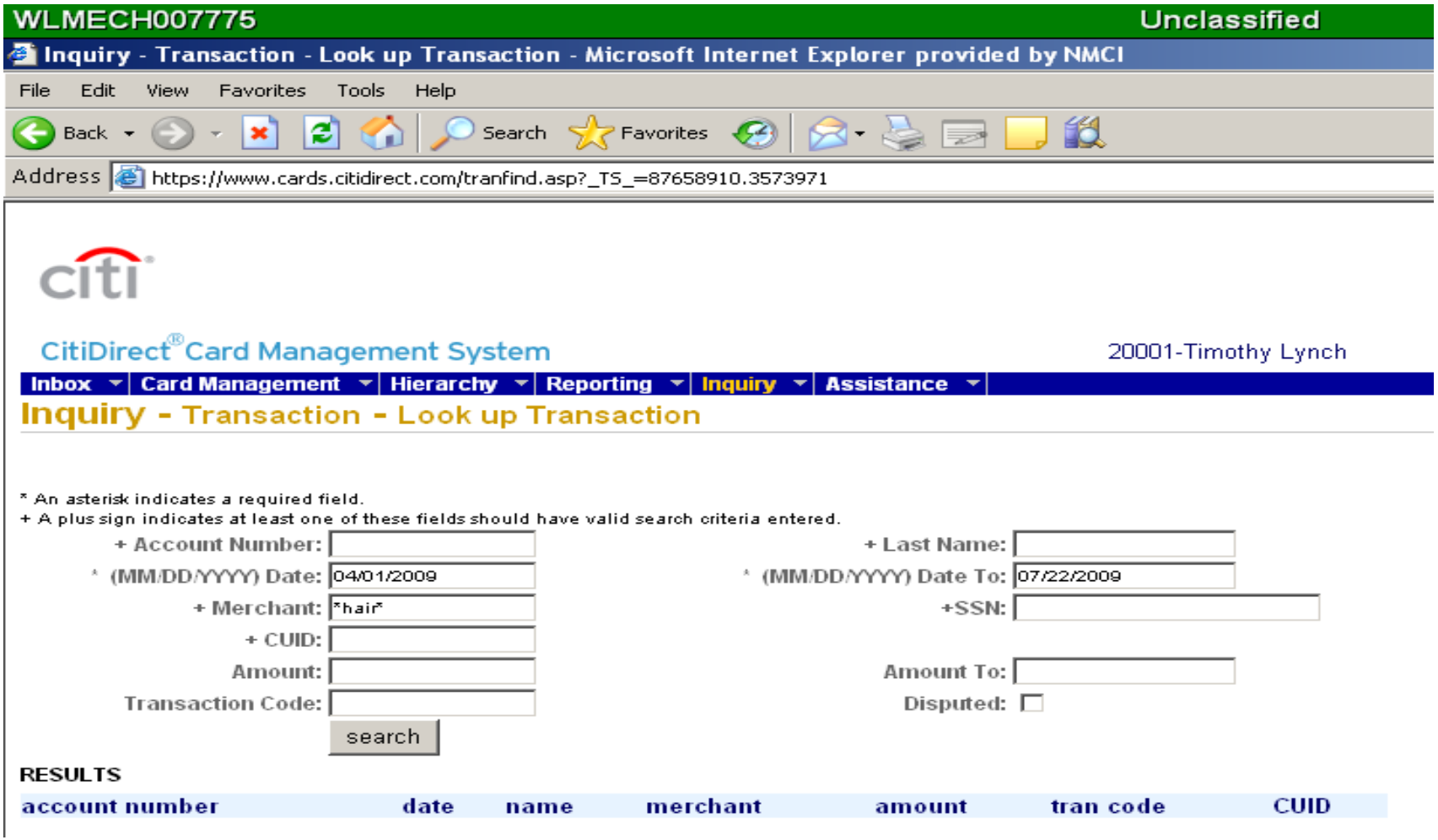
Split Disbursement

Component	Total Payments	Split Disbursements Number	Split Disbursements Amount
Navy	**(#) 77,726** **$79,957,869**	**(#) 59,842** **77%**	**$71,514,918** **89%**
Marines	**(#) 20,060** **$18,589,146**	**13,591** **68%**	**$15,379,471** **83%**

Misuse and Abuse



Misuse and Abuse


WLMECH007775
Unclassified
Inquiry - Transaction - Look up Transaction - Microsoft Internet Explorer provided by NMCI
File Edit View Favorites Tools Help
Back Search Favorites
Address https://www.cards.citidirect.com/tranfind.asp?_TS_=87658910.3573971
citi
CitiDirect® Card Management System
20001-Timothy Lynch
Inbox Card Management Hierarchy Reporting Inquiry Assistance
Inquiry - Transaction - Look up Transaction
* An asterisk indicates a required field.
+ A plus sign indicates at least one of these fields should have valid search criteria entered.
+ Account Number:
+ Last Name:
* (MM/DD/YYYY) Date: 04/01/2009
* (MM/DD/YYYY) Date To: 07/22/2009
+ Merchant: *hair*
+SSN:
+ CUID:
Amount:
Amount To:
Transaction Code:
Disputed:
search
RESULTS
account number date name merchant amount tran code CUID

Misuse and Abuse

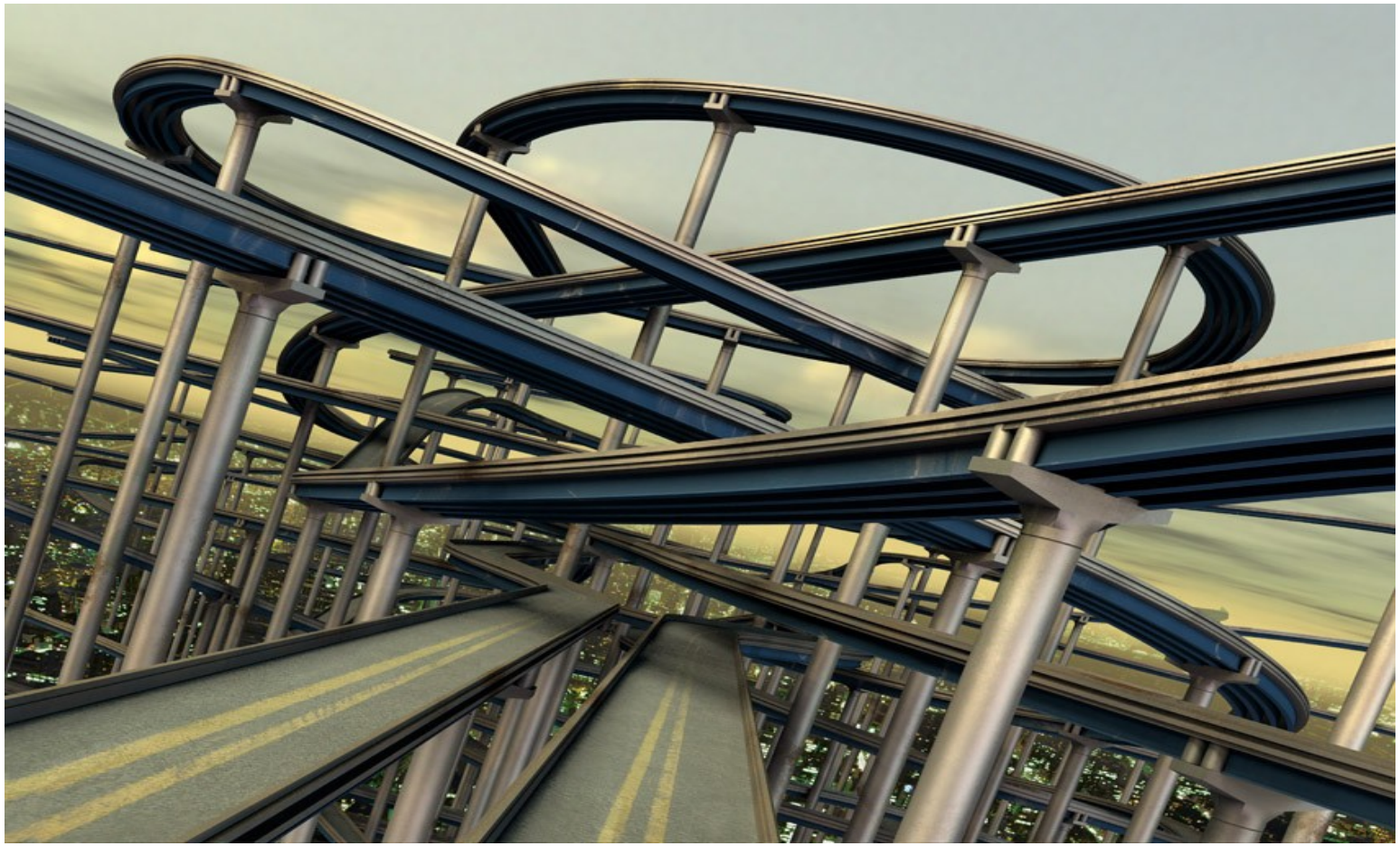
RESULTS

account number	date	name	merchant	amount	tran code	CUID
xxxxxx	06/26/2009		HAIR CLIPUS	$ 41.28	1001	1106944256
xxxxxx	06/03/2009		STEFANOS HAIR SPECIALIST	$ 35.48	1001	1103842531
xxxxxx	06/03/2009		STEFANOS HAIR SPECIALIST	$ 35.48	1001	1103842532
xxxxxx	06/26/2009		HAIR CLIPUS	$ 30.96	1001	1106944255
xxxxxx	06/03/2009		KRISTINAS HAIR STYLING SA	$ 30.00	1001	1103658513
xxxxxx	07/18/2009		REGIS HAIRSTYLISTS	$ 26.89	1001	1109673552
xxxxxx	07/05/2009		GLORIAS HAIR CUT D	$ 20.00	1001	1107886212
xxxxxx	06/24/2009		HAIR CUTTERY	$ 20.00	1001	1106813990
xxxxxx	05/31/2009		HAIR CUTTERY	$ 20.00	1001	1103356937
xxxxxx	05/02/2009		HAIR CUTTERY	$ 20.00	1001	1099474294
xxxxxx	04/06/2009		TOO HOTTIES HAIRCUTS	$ 18.95	1001	1096100043
xxxxxx	04/14/2009		ANN'S BARBER & HAIR STY	$ 18.50	1001	1097528992
xxxxxx	07/12/2009		HAIR CUTTERY	$ 18.00	1001	1108883421
xxxxxx	07/06/2009		HAIR CUTTERY	$ 18.00	1001	1108092229
xxxxxx	06/19/2009		HAIR WORKS FAMILY SALON (	$ 16.95	1001	1106154572
xxxxxx	04/06/2009		FAMOUS HAIR	$ 16.00	1001	1096104896
xxxxxx	06/21/2009		HAIR CUTTERY	$ 14.00	1001	1106346193
xxxxxx	06/10/2009		SAVANNAH HAIR CARE	$ 14.00	1001	1104645136
xxxxxx	05/07/2009		HAIR OF THE DOG	$ 12.50	1001	1100430458
xxxxxx	04/03/2009		THE HAIR LOOM & BOUTIQUE	$ 11.40	1001	1095774972
xxxxxx	07/01/2009		HAIR OF THE DOG	$ 7.50	1001	1107664061
xxxxxx	07/17/2009		HAIR WORX	$ 5.00	1001	1109676466
xxxxxx	07/06/2009		HAIR WORX	$ 5.00	1001	1108093202

Payment Methods

- **Mandatory Split Disbursement!**
  - MOST EFFECTIVE
- **CitiDirect Online**
- **Pay By Phone 1-800-200-7056**
  - Free! No pay by phone fee.
- **Personal Check**
- **Citi Online Banking**
- **Citi Banking Center**
- **Western Union**

The Road Ahead



Congressional Bills

- S.942 (Grassley)
- HR216 (Joe Wilson)
- HR2189 (Joe Wilson)

  - House and Senate Bills that address use of Travel and Purchase cards. Most requirements are not new but there are a few things you and your command should be aware of.

Congressional Bills

- All Bills require agencies with program annual sales of $10 million or more to report (on a semi-annual basis) all violations to OMB with a description of each violation and personnel action taken on the employee.

Congressional Bills

- All Bills address the use of statistical machine learning and pattern recognition technologies that review the risk of every transaction.
- HR 216 requires executive agencies to utilize mandatory split disbursements for travel card purchases.

Permanent Duty Travel

- Projected for FY 2010
- Cardholders must be placed in PCS Status within CitiDirect CCMS
- Allows for up to 120 days before any suspension occurs

Visa IntelliLink

- Web-based application
- Prevention, detection, and evaluation of card misuse
- Provides investigative ad-hoc reporting capabilities
- Sends email alerts based on customizable, system-wide criteria

Declining Balance Accounts

- Pilot will be conducted by USAF
- Travelers that do not have, or cannot have, a Government Travel Card (GTC).
- Card will be used for all travel expenses. Any amount due to the traveler at settlement will be placed on the card for card holder's use.
- Card only has value if member has travel authorization
- No requirement to monitor delinquency metric

Command Involvement is Key to a Successful Program!

- **Keep command leadership informed and request assistance when needed**
- **APC starts working reports at the beginning of each cycle**
- **Have the commander review GTCCP metrics with the APC (at least monthly)**
- **Ensure the APC is on all Check-In/Out Sheets used by the command**
- **Encourage cardholders to pay off any balance prior to checking out**
- **Insist on use of the Defense Travel System (DTS) where applicable**
- **Ensure the traveler Split Disburses the total amount due on GTCC**
- **Remind Approving Officials of their responsibility to ensure Split Disbursement is being properly used by cardholders**

QUESTIONS?

- **Contact information:**
  - jorge.l.mercado@usmc.mil

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  - timothy.m.lynch@navy.mil

  (717) 605-3161
- **Website:**

  http://www.marines.mil/units/hqmc/pandr/gtcc